

# How to ask **R U OKAY?** a practical guide

## **ASK R U OK?**

**1**

- Pick your moment. Start the conversation at a time and in a place where you'll both be comfortable.
- If they can't talk when you approach them, ask for a better time and come back.
- Have a relaxed and friendly approach.
- Consider easing into a conversation.
- If they don't want to talk, let them know that you are always there to listen.

**2**

## **LISTEN**

- Be prepared to listen- not try to solve their problem.
- Listen with an open mind.
- Don't rush or interrupt.
- Encourage them to explain.
- Show you've listened by repeating back what you heard and ask if you understood correctly.

**3**

## **ENCOURAGE ACTION**

- You don't have to have the answers or be able to offer professional advice but you can help them consider the next steps they can take to manage their situation.
- Encourage them to think of at least one thing that could help them lighten the load.

**4**

## **CHECK IN**

- Follow up in a few days.
- Ask how they are feeling and if anything has helped since the last time you spoke.
- It can take people time to ask for help. Be patient and stick with them.